

CARE QUALITY COMMISSION (CQC) – RECENT INSPECTION

The Trust welcomed the CQC's inspection. This was our opportunity to:

- Showcase our good work and the improvements we have made
- Demonstrate that we know where our improvement areas are and what we are doing about them
- Demonstrate how we gain feedback about the care we provide, how we learn and share lessons to make changes for the better for our patients.

A comprehensive inspection was undertaken by 57 inspectors between June 16th and June 19th. The inspection covered our three sites. Prior to the 16th June, the trust received two unannounced, out-of-hours inspections (Sunday 7th June and Tuesday 9th June 2015). The trust submitted requested information to support key lines of enquiry before the visit. Post visit, these requests have continued – the trust continues to ensure we are responsive to these requests.

Feedback at the end of the visit

There were two stands that emerged from the exit feedback:

- 1) Mainstream – we are getting better and we have to keep doing the things we are improving on.
- 2) Future- we need to further define our future, whilst continuing to address the interim positions in key posts.

Overall the CQC recognised the preparation, planning and hospitality that took place. They felt our staff were open, honest and caring. Many of our staff came forward to tell the CQC of all the positive work that had been undertaken and spoke of the many things they were proud of. The CQC noted some particular highlights including; fluid balance in surgery, our leadership and development work and the clear ward information that is displayed for our patients, as well as the work undertaken to support our emergency flow.

Next steps:

The CQC will analyse the information they have been provided with, messages they have heard and what they have observed. An unannounced visit is expected in the weeks post 19th June 2015. Additional information will be requested to inform their inspection. A final inspection report will be presented to the Trust for a 'factual accuracy' check. The final report will be presented to the CQC Quality Assurance panel with the final report and judgement (ratings) presented at a Quality Summit. The ratings will be published on the CQC website following the Quality Summit